PROPOSED DESIGN CRITERIA FOR DRIVE THROUGH FACILITIES

1.0 INTRODUCTION

1.1 Objective

The purpose of this text is to provide design guidelines and site design requirements applicable to drive-through facilities and their associated vehicle stacking and parking areas throughout the City of Clayton. These provisions will provide direction during the pre-consultation and planning approval process to promote, properly assess and achieve appropriate forms of drive-through development. Furthermore, they will assist in regulating the layout, built form and appearance of drive-through facilities as well as assist in mitigating any adverse impacts. The intent of these provisions is to promote:

- Compatible development that fits in well with the surrounding areas and minimizes impacts on adjacent uses
- Functional and safe traffic, pedestrian and bicycle movement
- Safe stacking lane and site access placement
- Safe and accessible pedestrian connections to the building from both the public and private realms
- A high quality pedestrian- supportive urban streetscape

Introducing prescriptive design criteria applicable to this type of land use will ensure that careful attention is given to the function, design, compatibility and potential impacts of these uses.

1.2 Policy Context

The drive-through facilities design criteria should be viewed as part of a much wider set of policy-based initiatives that the City of Clayton is pursuing in an effort to implement the key action items defined in the Downtown Clayton Master Plan Update and Retail Strategy in an effort to attain a higher level of livability and sustainability.

1.3 Characteristics of Drive-through facilities

1.3.1. Restaurants

(Reserved)

1.3.2 Financial Institutions

As a function of their use, drive-through financial institutions often have less impact on their surroundings than more intense drive-through facilities such as those associated with restaurants or automobile service stations.

1.3.3 Pharmacies

(Reserved)

1.3.4 Automotive Service Stations

(Reserved)

2.0 Issues/Challenges

With regard to vehicle trips, drive-through facilities are often not a destination use, but rather a temporary stop on route to a destination. Drive-through uses are often situated in immediate proximity to other commercial uses such as larger retail centers, thereby providing convenience within close proximity to destination uses.

While popular, drive through facilities present transportation management, planning and urban design challenges. In pursuing the general intent of the Downtown Master Plan, an important strategy for enhancing Clayton is to transform Downtown from a weekday corporate and office environment into a more vibrant mixed use urban district that is a model of social, economic and environmental sustainability by promoting elements including a human scale public realm, pedestrian friendly streets and sidewalks, specialty retail, residential and a broader mix of uses.

As a result of their function, drive-through facilities attract high volumes of automobiles and generate impacts on:

- Surrounding uses, especially residential uses, resulting from noise, light, nighttime activity, litter and odor
- Site design which does not contribute to pedestrian or bicycle friendly streetscapes.
- Adjacent roads and site access with regard to the location and relationship between stacking lanes and site access points
- Pedestrian safety resulting from potential traffic and circulation conflicts between stacking lanes, building entrance and parking areas
- Potentially increasing non-permeable surfaces due to the larger impervious areas to accommodate driveway, parking and stacking

3.0 Urban Design Guidelines

3.1 How to Use these Guidelines

The urban design guidelines are intended to provide a measure of flexibility in application based on site-specific conditions however, those provisions identified as “Design Criteria” are mandatory. Both the guidelines, the locational criteria and the mandatory criteria will be used to assist development proponents and staff, appointed boards and elected officials on the City’s

expectations and decision making during various stages of the development review and approval process.

These provisions will be used in conjunction with the City of Clayton's Downtown Master Plan and Land Use Regulations as well as the applied standards and procedures of the various City departments.

3.2 Locational Criteria

As a result of their characteristics and associated impacts, drive-through facilities are not appropriate in all areas of the City of Clayton. Therefore, drives through facilities are not encouraged in certain areas of Clayton, such as neighborhoods that are characterized in part by commercial/mixed use downtown streets and smaller parcels. An exception to this criterion may be made where a property fronts along an arterial street which serves as a major entry point into the City which features high traffic volumes.

Guideline No. 1: Ensure that proposed drives through facilities are compatible with and sensitive to the prevalent urban form, streetscape and features existing and future development plans of the area.

3.3 Site Size

The size of a site is a major determinant of whether it can adequately accommodate a drive-through facility. Smaller sites present specific challenges for drive-through restaurants, including available space to buffer adjacent uses and ability to satisfactorily accommodate the stacking lane along with adequate parking on site. These issues are exacerbated when drive-through facilities are situated adjacent to residential uses.

Guideline No. 2: Avoid drive through restaurant facilities on sites less than 10,000 square feet in area when located adjacent to residential uses.

Guideline No. 3: Double lanes of drive-through facilities should be avoided. Side-by-side drive-through facilities accessible by one lane split into two deeper into the site may be acceptable subject to the evaluation of site-specific conditions.

Guideline No. 4: A maximum of one-drive through facility per site. On large sites, in excess of 1 acre in area, more than one drive-through facility may be considered to a maximum of 3 drive –through facilities.

3.4 Relationship to Adjacent Uses

The presence of adjacent residential and other sensitive land uses creates particular concern with regard to traffic, light, odor, litter and noise. Negative elements associated with a drive-through facility are mostly associated with noise and light. These issues are of particular concern given that some drive-through facilities operate 24 hours a day. Accordingly, stacking lanes and service windows should maintain a setback distance from residential lands. Additional mitigative measures should include acoustic barriers; perimeter landscaped buffers and walls. Where appropriate, noise studies shall be completed and shall detail any sound attenuation measures to ascertain that noise levels which will be acceptable for adjacent residential properties. Traffic studies shall also be completed and any recommendations shall be addressed in the site design.

Guideline No. 5: For drive-through facilities adjacent to residential properties, the stacking lane and/or order box/window associated with a drive-through facility should be setback a minimum distance of 80-100 feet from the residential property boundary to the outside edge of the stacking lane.

Design Criteria No. 1: Separation distances of less than 80 feet between residential property and stacking lanes/order box/windows shall require a noise study to be completed which shall detail any noise attenuation measures and to ascertain noise levels which will be acceptable for adjacent residential properties.

Design Criteria No. 2: Unless a noise study dictates otherwise, a landscaped buffer zone at least 15 feet wide shall be provided between the drive through facility and residential uses, along each yard.

Design Criteria No. 3: Within the required landscape buffer zone, a minimum 6 foot high noise fence or wall located between the drive through area and the property line, between the site and the abutting residential land uses shall be provided. The required sound attenuation study may recommend additional measures to minimize noise impacts. Noise walls shall be compatible with overall site design.

Design Criteria No. 4: Sites shall be designed to orient vehicular headlights, lighted signage and building lighting from intruding on nearby or adjacent residential properties.

3.5 Site Access and Vehicular and Pedestrian traffic:

Due to their function, drive-through facilities result in a large amount of vehicles accessing the site and maneuvering within it. This high volume of vehicles may lead to vehicular/pedestrian conflicts. To avoid safety concerns and mitigate potential conflicts, drive-through facilities should provide for safe and efficient pedestrian and vehicular access to the site and buildings.

Internal circulation patterns should not negatively impact on or potentially impede safe and convenient pedestrian access into the building, from both the private and public realms. Moreover, vehicular circulation patterns should also consider potential impacts on adjacent roads, particularly the access points into the site.

Guideline No. 6: Locate access points into the site away from street intersections and minimize the number of potential vehicular movements around the access location.

Guideline No. 7: Minimize the number and size of vehicular access points to the site from the public streets. On corner sites, provide a vehicle access point from a secondary street.

Design Criteria No. 5: Provide well-articulated pedestrian routes and zones on the site, linking building entrances and parking areas. Use decorative paving, or similar means, complimented by soft landscaping where appropriate to delineate these linkages.

Design Criteria No. 6: Provide direct pedestrian access from public streets and sidewalks to the building entrance, and locate building entrances to be directly visible from the public street. Avoid crossing driveways, stacking lanes or parking areas.

Design Criteria No. 7: Any development incorporating a drive through facility shall provide a traffic study pursuant to the City's requirements.

3.6 Stacking and Queuing

Stacking lanes should be designed to achieve maximum efficiency of the functioning of the stacking lane as well as the overall site. It is desirable to maintain a linear and straight stacking lane to make them easy to use. Stacking lanes which block access to parking stalls or loading facilities lead to circulation conflicts and significantly decrease the efficiency of their use.

Guideline No. 13: To the extent feasible, design stacking lanes to be linear and straight, with a minimum amount of curves and turning movements. Where possible, provide an escape lane.

Guideline No. 14: Provide for a minimum distance of 2-3 car lengths between the entrance to the stacking lane and the access to the site from a street.

Design Criteria No. 8: Stacking lanes shall not be located in the front yard or side yards.

Design Criteria No. 9: Stacking lanes shall not wrap around a building.

Guideline No. 15: Place the access point to the stacking lane of a drive-through facility as deeply as possible into the site.

Guideline No. 16: Use raised islands, or other forms of barriers to separate stacking lanes from all parking areas and driveways. Provide decorative paving treatments and soft landscaping for the barriers where possible.

Guideline No. 20: In locating the stacking lane, avoid blocking access to parking spaces and loading and service areas.